

# AVAYA



## Avaya™ IP Office Applications



The All-In-One Solution for Your Business Needs

Converged Voice and  
Data Networks

Customer Relationship  
Management

Unified Communication

Supported by:  
Avaya Labs and Services

Communication without boundaries

## Tools that empower employees and customers

In today's economy, your ability to promptly and effectively provide service to your customers—via their chosen means of communication—is vital to your success. You need a mission-critical system that provides not only the channels of communication your customers want to use, but also the applications to make those communications as convenient and beneficial as possible.

Application support is a key attribute of Avaya™ IP Office. Applications provide an even wider array of useful functions, helping you fully harness the system's capabilities for maximum benefit in your small or midsize business. Productivity applications like voice mail and **PhoneManager** help your employees do more work in less time. The Avaya IP Office **eConsole**, **PC Busy Lamp Field**, and the Auto-Attendant offer the workflow, collaboration, and self-service tools you need to help improve efficiency and knowledge throughout your organization.

From essential voice messaging to advanced productivity applications, Avaya IP Office can give your employees and your customers a comfortable and effective way to add value to your relationships—and to your bottom line.

## Avaya IP Office Voice Mail solutions

Voice mail is an integral part of any business and a key element of your Customer Relationship Management strategy. When you offer the option of leaving a message, you're providing an after-hours or peak-calling-period alternative for customers who don't have time to wait—either today, or until tomorrow. When you give employees and suppliers the opportunity to relay time-sensitive information securely and access it at any time, your business becomes more proactive and productive. When your people are better prepared and more responsive, your resources are better utilized, and your customers know they can depend on you.

Avaya IP Office Voice Mail options address a wide range of business needs:

- **VoiceMail Lite** is the standard voice mail application that offers a complete voice messaging solution. Capable of handling up to four simultaneous calls depending on the Avaya IP Office platform used, **VoiceMail Lite**



provides personalized service every day of the year. Service options include automatic answer for unavailable employees, personalized greetings for customer assurance, and the ability to copy and forward messages with attachments to other individuals or groups.

With any messaging system, the identification and notification of messages is critical. **VoiceMail Lite** helps ensure clear, timely messages by first stamping each message with the date, time, and caller's number—then notifying users of their voice messages through e-mail, via the **PhoneManager** application or individual terminal display, or with periodic rings to user-designated phone numbers. The extension ring setting, in conjunction with the Find Me/Follow Me feature, can keep users on top of their messages even when they're out of the office.

When out of the office, employees can access their important messages with remote message collection. It's a simple procedure of dialing the **VoiceMail Lite** server, being automatically "recognized" through your landline or mobile number, or alternatively entering a personal identification number. Messages can then be delivered to the remote phone just as they would be to an office extension.

- **VoiceMail Pro** adds significant value to **VoiceMail Lite** with increased capacity and refined services. Businesses with growing needs can scale up to 30 simultaneous calls, and can take advantage of the





**VoiceMail Pro Manager.** A powerful voice processing system with an easy-to-use graphical interface, **VoiceMail Pro Manager** offers tools that can help make your employees more productive, including integrated voice and e-mail messaging, and auto attendant.

At its most basic, **VoiceMail Pro Manager** provides auto-attendant functionality—helping busy operators and providing information to customers via recorded messages while they route to the appropriate extension. This includes a simple configuration suited to your particular company—

such as “press 1 for sales, 2 for service, or 3 for the operator”—that either answers all incoming calls or serves as the primary backup for a live operator during high-volume periods. Auto-attendant gives

customers a list of department or individual extensions to choose from—helping increase the efficiency of your transactions with direct access and helping callers “learn” the extension they need for future calls. Auto-Attendant is also helpful when multiple languages are required; businesses can enable an initial selection set that lets callers choose the language they prefer for navigating subsequent options.

Having trouble with interruptions from people trying to sell you something, or other “blocked” calls? The **Whisper Announce** function asks callers for their name, which is then forwarded to the destination users who then can decide whether to accept the calls or not. To avoid frustrated customers and dropped calls, **Assisted Transfer** monitors transferred calls, returning them to the sender if the transfer isn’t answered.

The graphical user interface allows users to set **VoiceMail Pro** functions for given time periods: normal operation, heavy traffic periods, holidays,

and more. **VoiceMail Pro** then can anticipate changes to help provide the best service possible at all times. A **Speaking Clock** is a free option that monitors calls to help management implement strategies for reducing call charges. And **VoiceMail Pro** can even act as an office assistant, triggering actions connected to Avaya IP Office—for instance, it can allow users to turn on the office heat via their cell phones as they drive to work.

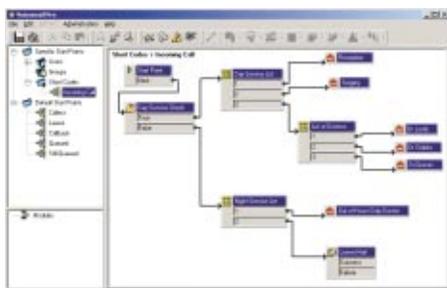
- Searching for messages wastes valuable time—so **Integrated Messaging Pro** creates a single point of management for e-mail and voice mail messages. An optional application for **VoiceMail Pro**, and based on integration with a Microsoft® Exchange server e-mail system, **Integrated Messaging Pro** can give users the convenience they need to spend less time retrieving messages and more time acting on them.

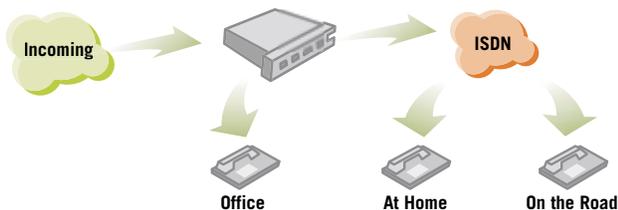
With **Integrated Messaging Pro**,

PC users can have the advantage of a

sophisticated interface that offers playback options, and even more caller information when it is available. In the Microsoft Outlook® application, users see voice mail presented as e-mail messages with caller information in the header: number, name, or extension. Receiving messages as e-mails gives users the option of alternately playing back the audio through their PC speakers, or sending the messages to their telephone number of choice via the destinations presented in their desktop terminal. They can then manage messages by e-mail, even as they listen to them by phone.

These tools help create significant benefits for users working outside the office. With message management enabled by **Integrated Messaging Pro**, users can control messages with their device of choice by automatically updating the message status on all devices. It’s a simple way to enhance the efficiency of message management for end users.





- **Personal Numbering** is an integral part of the **VoiceMail Pro** application that gives users the ability to control their accessibility at all times. When away from the office, by accessing the voice mail server and entering their PIN, users can remotely turn their voice mail on or off, set their e-mail forwarding to a given address, or edit their call forwarding and Follow Me numbers to route new incoming calls wherever they are (e.g mobile or home). With this feature, employees who are out of the office can set their extension to forward new incoming calls or voice messages automatically to mobile or home numbers. For more advanced needs, **VoiceMail Pro Manager** can become a proactive messaging assistant, automatically dialing internal or external users when new messages are received.

The “always open” business is the business that provides full voice mail functionality—messaging, forwarding, rapid response via telephone or e-mail, and the ability to track down employees no matter where they are. You can increase the value of your resources through the standard **VoiceMail Lite** by adding the more powerful **VoiceMail Pro** to Avaya IP Office.

## Avaya IP Office phone management solutions

One of the greatest advantages Avaya IP Office can provide for small and midsize businesses is simplified control of communications. The **PhoneManager** application can allow you to control the telephone terminal from a PC—making traditional call center information such as caller identification, number dialed by the caller, call history, and queue monitoring available to every employee. Just as agents within a call center use this information to deliver prompt, personalized service, regular employees in businesses with or without call centers can recognize important calls, improve their service levels on all calls, and make



more effective and efficient use of their time on the phone.

Avaya IP Office offers three **PhoneManager** variations for different business needs:

- **PhoneManager Lite** can be the one communications tool for every employee in your business. By providing basic call center features for all users through their desktop PCs, **PhoneManager Lite** can give every user the advantage of caller identification, additional caller information, and even the exact number dialed—knowledge your employees can use to answer each call appropriately and professionally. The graphical user interface presents information clearly and can be set to pop up on-screen as soon as a call comes in, when the call is answered, or simply at the click of a mouse.

If you have a busy office with the noise of multiple phones, **PhoneManager Lite** offers distinct rings for specific callers. To aid follow-up and reviews, **PhoneManager Lite** can record all received, outgoing, and missed calls using caller line identification (CLI). By double-clicking on the missed call screen, you can simply and quickly perform follow-up actions such as returning a customer’s call. And users are alerted to new voice mail messages, retrievable at the click of a button, encouraging faster responses.

Increased call volumes either can increase or inhibit productivity. **PhoneManager Lite** helps to ensure positive results with drag-and-drop Busy Lamp Field/Direct Station Select functionality. Users can create a departmental or company-wide view of available terminals, see at a glance who’s



Additional console features include the Incoming Caller Window, Call Information/Notes Window, Outgoing Party Information Window, Queued Call Bar Graph, and Call Park Area.

- The **PC Busy Lamp Field** gives operators a dynamic view of what's happening in your office and across your network via an **eConsole** or stand-alone application. At a glance, operators can know who is on the phone, who is available, and who has enabled the "do not disturb" function, allowing them to forward calls to the best person—knowing that person is available to take the call.
  - The **Extension/User Status Window** automatically displays color-coded extension and user information from Avaya IP Office, including the number of new voice mail messages, and allows one-click dialing of extensions via their screen icons. Current extension status—available, in use, do not disturb, or external calls barred—is indicated by color, or when the operator holds a PC cursor over the extension button.
  - The **Hunt Group Status Window** shows the status for every hunt group on the system—in service, out of service, night service, time-out, queued calls, new and old voice mail, and extension number.

With simple tools that perform important tasks, **eConsole** and **PC Busy Lamp Field** can help enhance employee efficiency—both individually and in collaboration with other users and customers. The combination of productivity and efficiency supported by Avaya IP Office applications can help small and midsize businesses like yours make the most of communication and employee resources.

## Immediate and future benefits for your business

The productivity and efficiency gains that Avaya IP Office applications help you achieve can have an immediate, positive effect on your business. When employees and customers have better information and collaboration tools, positive experiences and business opportunities can multiply. The sustained pattern of productive, efficient, effective business operations and services can help you achieve—and exceed—future goals by making your business even more attractive to current and prospective customers.

## About Avaya

Avaya is a global leader and innovator in enterprise communications serving customers who require superior communications to power their business.

Over 90% of the FORTUNE 500®, as well as government organizations rely on Avaya for secure network infrastructures and reliable voice and data applications that power faster decisions, profitable transactions, and closer relationships between customers, employees, and suppliers.

Our award-winning solutions for the customer-centric economy include:

- Converged Voice and Data Networks
- Customer Relationship Management
- Unified Communication

All supported by Avaya Labs, and our Global Services, Alliances and BusinessPartner organizations.



Contact your Avaya Client Executive or authorized Avaya BusinessPartner today for more information on the Avaya IP Office all-in-one communications system, or visit our Web site at [avaya.com/solutions](http://avaya.com/solutions)

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